



Shannon Marie Robinson

Fine Arts Liaison Librarian
Denison University, Granville, Ohio
librarianshannon@gmail.com

Taking Stock Pays Dividends

A Painless
Inventory will
Promote the
Library's Image



Niagara Falls librarians, 1955 uploaded to Flickr by Super Furry Librarian



The University of the Arts Albert M. Greenfield Library brief history

- the Albert M. Greenfield Library is the main library serving The University of the Arts with a collection dating back to the University's founding in 1876

Print Book Collection

FY 2010

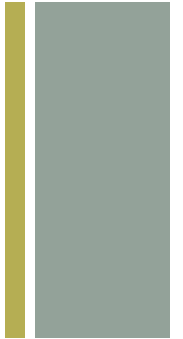
Titles 81,508

Volumes 105,244





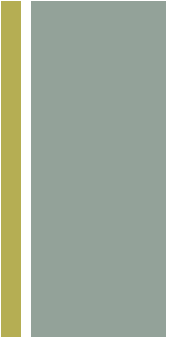
Nixon, Judith. (2009). The right book on the right shelf : Missing and misshelved books – bar code scanning inventories can solve patrons' dilemma. *Collection Development*, 34 (4): 276-284.



- "...users assumed that the computer was right...this irritated them, and they complained that the books were misshelved."
- "...the first consequence of misshelving is that the users become frustrated at the shelf and soon develop a poor opinion of the library staff's ability to organize the collection...[and] that the catalog does not accurately represent what the library owns."



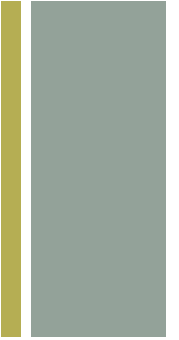
Retief, Esther & Fransie Terblanche. (2006). The role of inventory in the service quality of an academic library in regard to library material access. *Mousaion*, 24(1): 75-95.



- Any academic library client needs to overcome four barriers successfully to locate an information resource:
 - an acquisition barrier
 - a circulation barrier
 - a library barrier
 - a client barrier



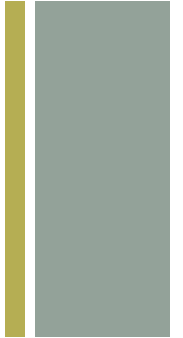
Fallahay Loesch, Martha. (2011). Inventory redux: A twenty-first century adaption. *Technical Services Quarterly*, 28: 301-311.



- “Nothing is more frustrating for library patrons than the inability to locate and retrieve a desired item that the catalog clearly states is available in the library.”
- “Providing patrons with weak explanations and disguised excuses not only frustrates the patron, but ultimately the library staff as well.”



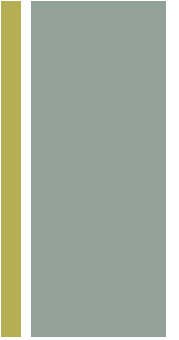
The University of the Arts
circa June 2009



- “it used to be a problem that things being looked for were either defaced or missing...” ~ part-time liberal arts faculty
- circulation staff often assist users in finding items on the shelves
- noted issues
 - misshelved items
 - no follow-through on training student workers as shelvers
 - no oversight of shelf-reading procedures used by student workers
 - incorrect call number labels on spines
 - incorrect physical location of item

+

The University of the Arts
Albert M. Greenfield Library Inventory
June 2010 – November 2011



- improve stack maintenance
 - shelving and shelf-reading procedures
 - fix cataloging errors and spine label errors
 - follow-up on new vault location
- improve user experience
 - find items on shelf without circulation staff assistance
 - confidence in currency and accuracy of library catalog
 - trust circulation staff and value their service

+ The University of the Arts
Albert M. Greenfield Library Inventory
June 2010 – November 2011

A shelf list is needed to compare what the catalog indicates is on the shelf to what is actually on the shelf

Review File Name:

Store Record Type:

to

Operator	Type	Field	Condition	Value A	Value B
	ITEM	LOCATION	equal to	gopen	

LOCATION equal to "gopen"

Group
Ungroup

+

The University of the Arts
Albert M. Greenfield Library Inventory
June 2010 – November 2011

this will create a list of every item in
that call number range and in that
location

same fields needed when exporting
scanned list

Export BIBLIOGRAPHIC Information

Fields to be exported

Line	Type	Field
1	b	TITLE
2	BIBLIOGRAPHIC	CALL #
3	ITEM	DUE DATE
4	ITEM	STATUS

Append
Insert
Delete

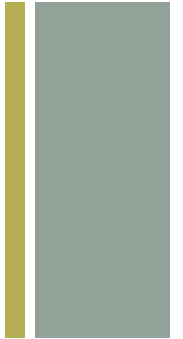
Field delimiter: <9>
Text qualifier: "
Repeated field delimiter: ;
Maximum field length (0-1000): <none>

File: Browse

OK Apply Saved Export Save This Export Close

+

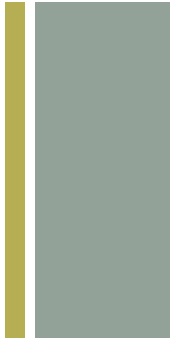
The University of the Arts
Albert M. Greenfield Library Inventory
June 2010 – November 2011



- entire inventory conducted during library's open hours
- as few items as possible were removed from the stacks
 - used laptop and portable scanner to work in the stacks
 - wireless did not work in all areas of library so some items were scanned at circulation desk
- 3 to 4 people worked on the inventory
 - Access Services Librarian oversaw project and trained assistants
 - one full-time circulation staff member and 1-2 work study students scanned items

+

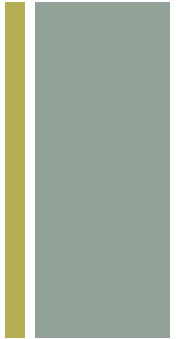
The University of the Arts
Albert M. Greenfield Library Inventory
June 2010 – November 2011



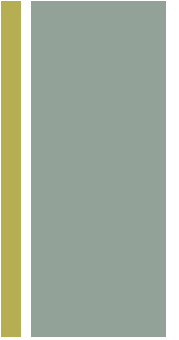
- items were scanned and checked against shelf list by call number areas
 - ~ 72-100 books scanned per hour
 - scanning happened Monday-Friday for ~ 2-3 hours per day
 - as an area was completed being scanned, it was immediately compared to its shelf list
 - issues were immediately resolved or sent to Technical Services
- Access Services Librarian solely responsible for comparing scanned items list to shelf list
 - done in early morning, when library was quiet and less users requested assistance at the circulation desk
 - ~ 5 hours per week dedicated to these lists

+

The University of the Arts
Albert M. Greenfield Library Inventory
June 2010 – November 2011



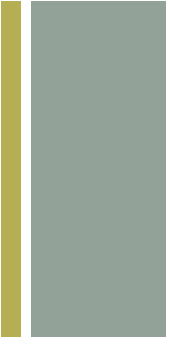
• shelf list totals	67,739
• scanned totals	67,719
• no record in catalog	432
• record/label call# error	623
• out of order	1,391
• physical location error	527
• placed on search	588 (496 set to missing)



no record in catalog

record/label call # error

- technical services student workers need better oversight
 - double-check items returning to circulation from technical services
 - item spine label, item location, item status, security strips

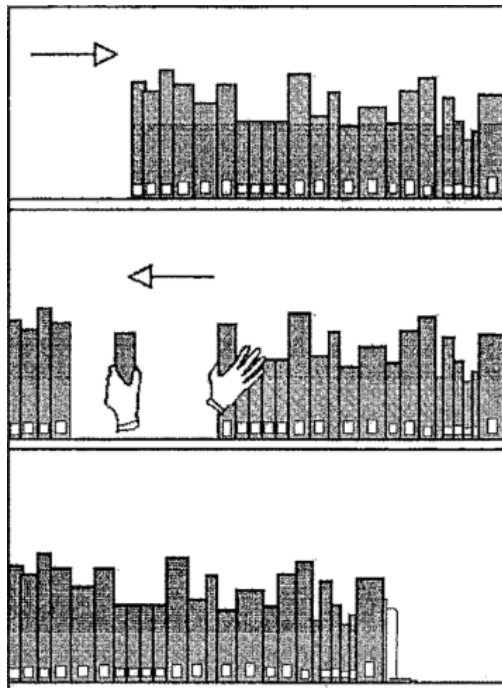


out of order & physical location error

- simple shelving errors by student workers
 - better training on shelving procedure with continued review of individual performance
 - put carts in call number order at circulation desk
 - shelving checks for each student

Smith, Margo & Melissa Laning. (2001). Zen and the Art of Stacks Maintenance: Rethinking an Ancient Practice. *The Southeastern Librarian*, 49(3/4): 15-18.

out of order & physical location error



Anderson, Dawn R. (1998). Method Without Madness: Shelf-Reading Methods & Project Management. *College & Undergraduate Libraries*, 5(1): 1-13.

Figure 1
 Reading Card

(Front)

Reading card sec	#	freq	Area	Floor
<i>Beginning call number</i>	See Instructions on Back'		<i>Ending call number</i>	
<i>Time</i>	<i>Call number at which you stopped reading</i>		<i>Number of errors</i>	<i>Date</i>
				<i>Name</i>

Lowenberg, Susan. (1989). A Comprehensive Shelf Reading Program. *The Journal of Academic Librarianship*, 15(1): 24-27.

+

The University of the Arts
Albert M. Greenfield Library Inventory
June 2010 – November 2011

out of order &
physical location error

- better signage
- book carts relabeled to clearly identify area users can leave books they don't want to borrow
- implemented in-house use count in Millennium





The University of the Arts
Albert M. Greenfield Library
Inventory
June 2010 – November 2011

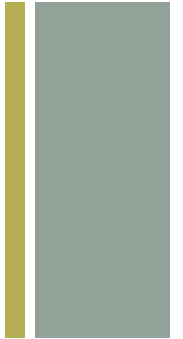
physical location
error

- needed better oversight during renovation and collections shifting



+

The University of the Arts
Albert M. Greenfield Library Inventory
June 2010 – November 2011



placed on search

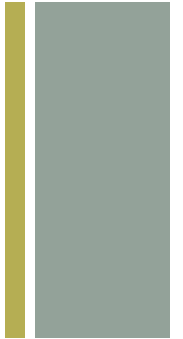
- items on shelf list (records in Millennium) that were not on scanned list
- 588 initially placed on search and only 92 of those were found elsewhere in library during inventory
- items searched for in all library locations once a month for six months
 - then item status changed to missing
 - 496 items deemed missing after inventory
- missing items and lost & paid items can now be requested by users through the catalog

status

MISSING > [Request Item](#)



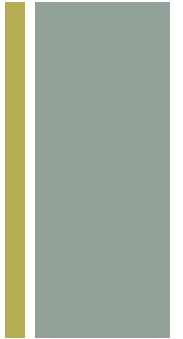
The University of the Arts
Albert M. Greenfield Library
statistics



- FY 2010 statistics
 - total circulation and in-house use 14,059
 - total shelf-reading errors (out of order) 3,517
- FY 2011 statistics
 - total circulation and in-house use 15,273
 - total shelf-reading errors (out of order) 2,748
 - total placed on search (potentially missing) 319
 - total catalog/spine label call # errors 462
- items completed check during inventory 27,063



The University of the Arts
Albert M. Greenfield Library
statistics



- FY 2012 statistics
 - total circulation and in-house use 17,408
 - total shelf-reading errors (out of order) 3,060*
 - total placed on search (potentially missing) 383
 - total catalog/spine label call # errors 726
- items completed check during inventory 43,883

* 1,758 items freeze dried after flood; most order errors from after re-shelving these items



Shannon Marie Robinson

Fine Arts Liaison Librarian
Denison University, Granville, Ohio
librarianshannon@gmail.com

Questions?



Alvar Librarian, 1940 uploaded to
Flickr by Super Furry Librarian